



TOWN OF
VICTORIA PARK

Library Services Strategy 2025-2030 Impact Report

2025-2026

LIBRARY SERVICES STRATEGY 2025–2030

IMPACT REPORT 2025/26

Vision

The Town of Victoria Park Library is the heart of our community.

Outcomes

Increased inclusion

Library Services reflect the aspirations and priorities of all people in our community and offer something for everyone.

Increased connection

The Library connects people to our unique cultural identity, information, ideas, opportunities, and the community.

Increased learning opportunities

The Library provides access to learning opportunities for people of all ages and backgrounds

[See the Library Service Strategy 2025 – 2030 here](#)

OVERVIEW

7,183 active members

increase of 0.3% from 2024/25

122,243 physical visitors

increase of 5.8% from 2024/25

60,170 digital visitors

increase of 24.6% from 2024/25

230,846 physical loans

decrease of 2.7% from 2024/25

4,755 digital loans

increase of 11.7% from 2024/25

70 partnerships

increase of 7% from 2024/25



OUTCOME

2025/26 HIGHLIGHTS

Increased inclusion

94%
of our survey respondents told us they
felt
safe and welcome
when attending a
Library program or session

Increased connection

91%
of our survey respondents told us
they felt an
**increased sense of belonging to the
community**
by attending a Library program or
session

Increased learning opportunities

100%
of our survey respondents told us they
gained new insight or knowledge
and
90%
told us they **learnt something new**
by attending a Library program or session

[For a list of all actions, click here](#)



Outcome:

Increased inclusion



Our collections are accessible

Languages other than English



Books for adults learning English as an additional language



Large Print



Audio



Digital formats to tailor access requirements



Literacy titles including easy-read books, language learning resources, literacy guides and workbooks



Dyslexia-friendly books



Aboriginal & Torres Strait Islander titles



Outcome:

Increased inclusion

Staff completed training to increase awareness and capacity to support a diverse range of people.



Training included:



Disability awareness



Hidden Disability awareness



LGBTQIA+



Mental Health first aid



Respect and recognition of ATSI peoples and cultures in libraries



De-escalating violent and aggressive behaviour



Keyword sign training;



Bibliotherapy basics



Outcome:

Increased inclusion

Our programming reflects our diverse community

Programming included:



Kaya Choir &
Noongar Language
4-week program

100
attendees



Women's Health
Series

40
attendees



7
Noongar Language
classes for children

215
attendees



9
Key Word Signing
Classes

224
attendees

Outcome: Increased connection

Our community
comes to the library
to connect



1 Clubs that bring people together



76

Book Clubs
access our
book club
sets



2

Book Clubs
meet at the
Library monthly
with **31** regular
attendees



Community-led
Board Games
Clubs including
clubs for adults
and teens

2 Volunteering opportunities



Regular **4** volunteer hours
per week = **\$10,000**



Volunteers support our
Housebound Service and
Family History research
sessions

3 Our collections help people to connect with each other



473

Games and
Puzzles with
809 loans



7

Memory Care
kits with
13 loans



10

Early development
kits with
104 loans

4 We connect our community with local services

Partners include

Sussex Street Community Law Service, Hillview Hub,
Justice of the Peace, Connect Vic Park, Star Street
Uniting Church, The Haven, Lifestreams

Outcome: Increased learning opportunities

We offer a range of learning experiences beyond resources



Digital literacy

including Click 2 Learn sessions aiming to close the digital divide experienced by older people and Coder Dojo sessions teaching children aged 10 to 17 how to code using Scratch.



110 sessions

(increase of 10% from 2024/25)



404 participants

(decrease of 4% from 2024/25)



Early years literacy

including Rhymetime, Storytime, Key word Sign sessions



283 total sessions

(increase of 58% from 2024/25)



10,248 total participants

(increase of 33% from 2024/25)



Children and young adult programs

including school holidays programs, Children's Book Week sessions and teen clubs



134 total sessions

(increase of 65% from 2024/25)



1,708 participants

(increase of 4% from 2024/25)



Lifelong learning

Early childhood, children, teen, adult, senior and intergenerational programs including literacy, information, digital inclusion, personal development and wellbeing, creative, and economic and workforce development programs



686 sessions

(increase of 73% from 2024/25)



15,849 total participants

(increase of 44% from 2024/25)

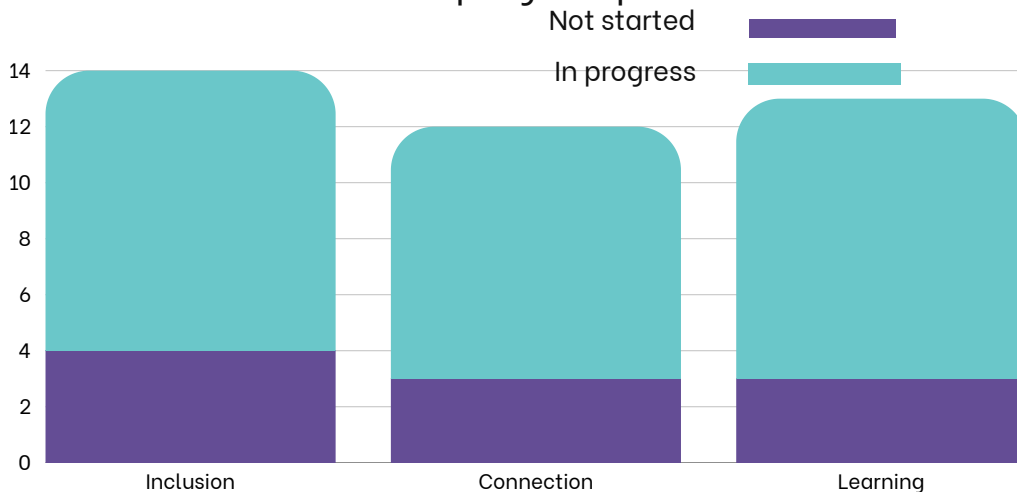
COMMUNITY SCORECARD RESULTS

Satisfaction scores from the 4-yearly Community Survey and the biennial Wellbeing Survey.

Pillar	Overall Performance Index Score 2023	Overall Performance Index Score 2025	Industry average
Library Services	75 (97% positive rating)	n/a	71
Preserving and promoting local history and heritage	59 (82% positive rating)	n/a	58
Inclusion: Our community appreciates, respects and celebrates diversity	69% agree	70% agree	n/a
Connection: Sense of belonging	62% agree	64% agree	59% agree
Learning: Access to education, training and personal development opportunities	57 (79% positive rating)	n/a	49
Staying in touch with changing technology	81	81	80

ACTIONS

#Actions in progress per Outcome



SPOTLIGHT ON COOK CLUB

Cook Club: A Taste of Community & Wellness

After a 6 month pilot we reviewed the Cook Club program. Participants had already indicated that they wanted the Club to continue.

The group of 6 attendees, all from different ages, cultural backgrounds and family situations, said that their community had expanded as a result of the program.

They all looked forward to coming once a month to catch up and chat (and eat!). They had started a Whats app group and already had inside jokes.

We sat down and went through a few ideas about how to give this “mini community” the capacity to lead and build the program.

We are thrilled that with the integral involvement of the participants, the Cook Club will continue at the Library as a community-led group.

Kaya Choir

We collaborated with the Vic Park Community centre to present a morning of Noongar language, music and culture with Gina Willams and the Kaya Choir and Dylan Collard from Kalyakoorl. A wonderful celebration!



IMPACT STORIES

Feedback from A Human Library

22 people came and “read” our “human books”.

“So grateful to Victoria Park for hosting this event.

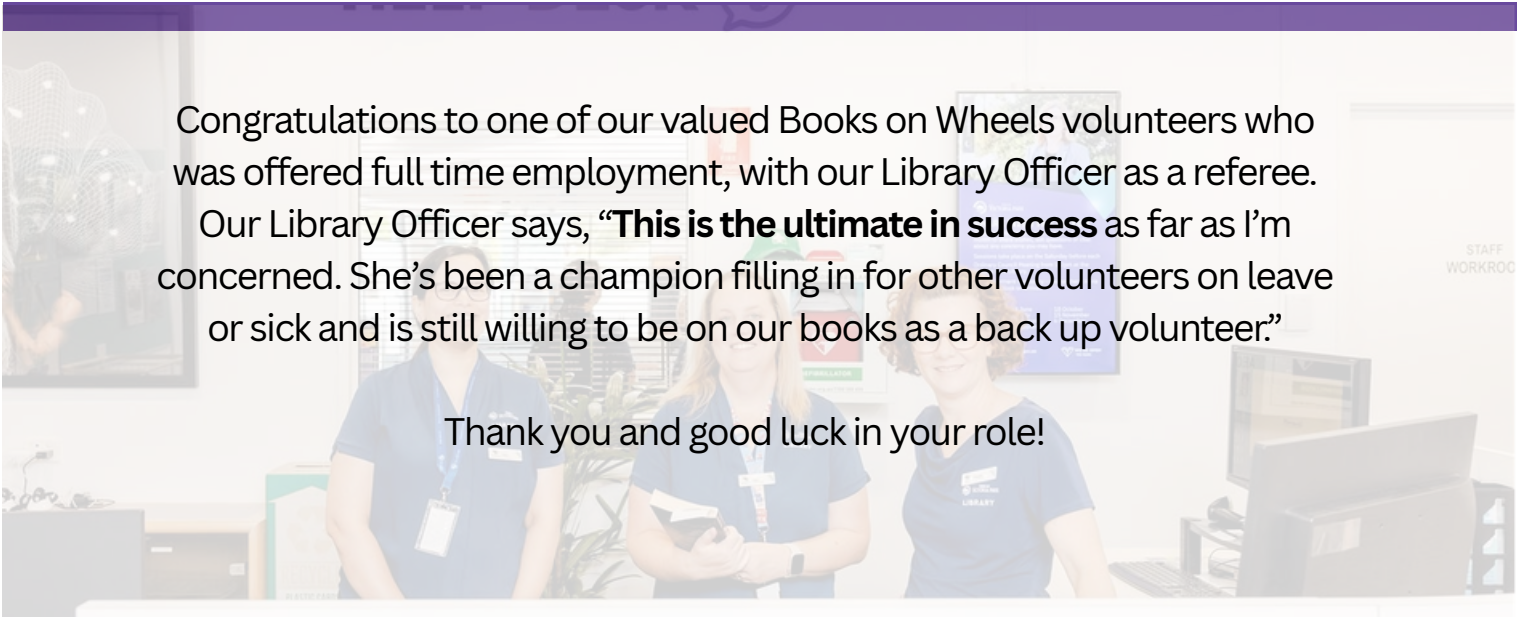
Also, from the bottom of my heart **so grateful for each of the Human Books that have given themselves** and opened their hearts and experiences

and shared so much of their lives with me and with other Readers here today.

This is a beautiful experience for me, the library is the perfect setting, it is a very safe part of the library, so there was privacy for all of us. It has been fabulous, thank you so much and I look forward to the next event.”

“I really loved listening and watching others ask questions. **Seeing the human connections forming through mutual experiences, and people's eyes being opened on others' experienced was very rewarding.** I definitely couldn't pick just one Book, I felt connected and impacted by all of the Books and stories.”

“I really loved the diversity of experiences and how flexible the event was regarding how many Books you engaged with. It's interesting to pick a Book which you know is a person based on one part of who they are, but **I love that the process opens the door to the whole view of a person** through a specific lens.”



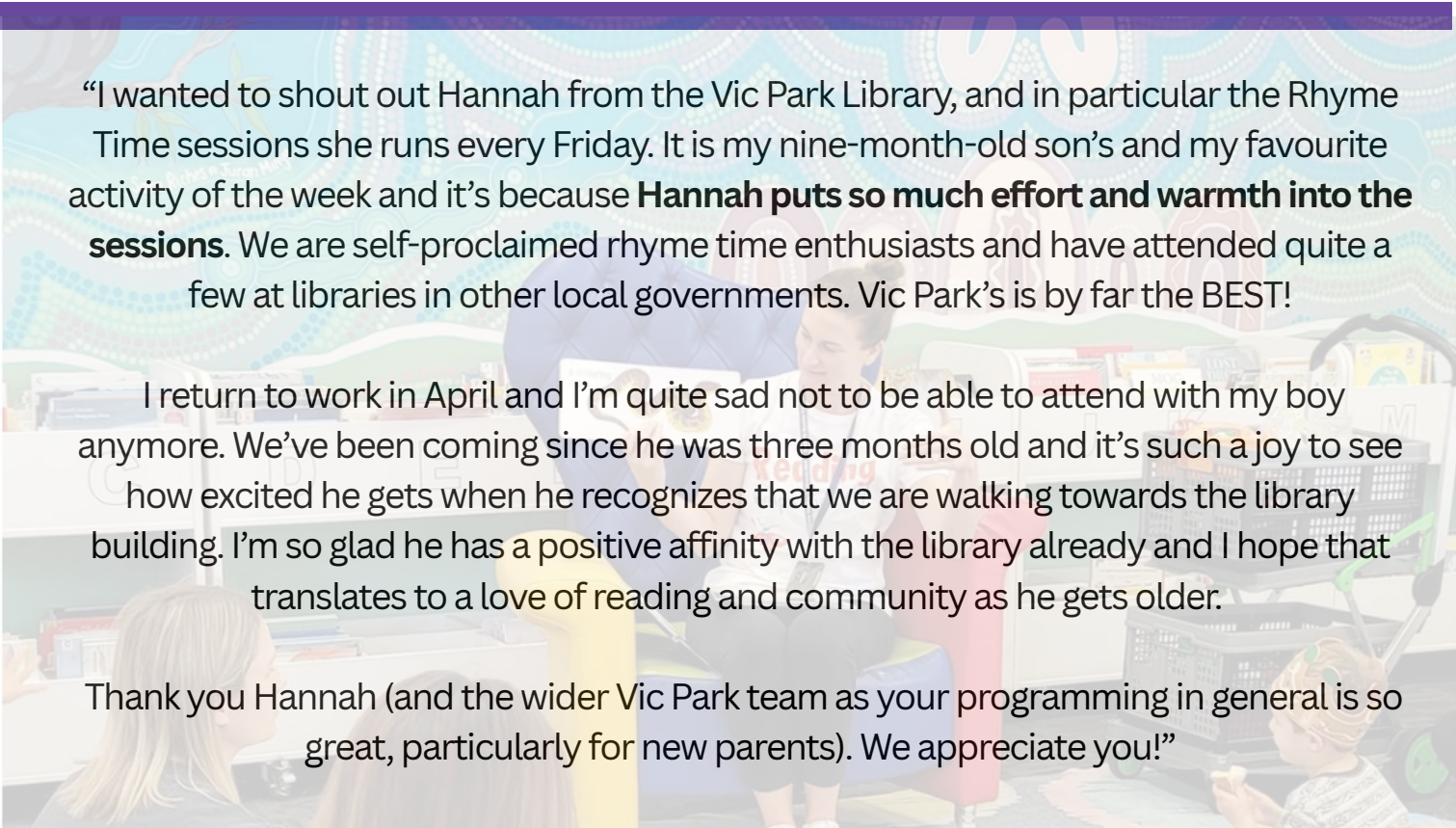
Congratulations to one of our valued Books on Wheels volunteers who was offered full time employment, with our Library Officer as a referee.

Our Library Officer says, “**This is the ultimate in success** as far as I'm concerned. She's been a champion filling in for other volunteers on leave or sick and is still willing to be on our books as a back up volunteer.”

Thank you and good luck in your role!

IMPACT STORIES

S, a regular participant in our Library programs, shared their gratitude that Library staff and program participants welcome them with open arms and told us that **the library has been their safe space** during a difficult time.

A photograph of a woman with dark hair, wearing a blue shirt, sitting and reading a book to a young child with blonde hair. The child is sitting on the woman's lap. They are in a library or bookstore, with bookshelves visible in the background. The image is slightly faded and serves as a background for the text.

“I wanted to shout out Hannah from the Vic Park Library, and in particular the Rhyme Time sessions she runs every Friday. It is my nine-month-old son’s and my favourite activity of the week and it’s because **Hannah puts so much effort and warmth into the sessions**. We are self-proclaimed rhyme time enthusiasts and have attended quite a few at libraries in other local governments. Vic Park’s is by far the BEST!

I return to work in April and I’m quite sad not to be able to attend with my boy anymore. We’ve been coming since he was three months old and it’s such a joy to see how excited he gets when he recognizes that we are walking towards the library building. I’m so glad he has a positive affinity with the library already and I hope that translates to a love of reading and community as he gets older.

Thank you Hannah (and the wider Vic Park team as your programming in general is so great, particularly for new parents). We appreciate you!”

“We visited the library yesterday and were delighted to find a huge word search filled with hidden Christmas words.

13 year-old L(who lives with a disability) and I picked up the white board marker and started to search.

What was normally our half hour library visit turned into 1 and a half hours of joy!

L did not want to leave. Even the security guard joined in our laughter and searches. L talked about the word search and how he could have another one all the way home.

I just want to thank you Maggie (Programs & Engagement Librarian).
It was the best afternoon ever imagined at the library.“